



Subsea Services Company Simplifies IT Maintenance, Enhances Security with Upgrade to Windows 7

“With Windows 7, we have a reliable alternative to our onshore VPN solution, thereby enabling users to connect to the corporate network more easily without having to call our support desk to troubleshoot.”

Per Arne Strømø, IT Manager, DeepOcean

In 2000, DeepOcean was among the first in its industry to implement the Windows® platform for both its onshore operations and offshore data processing, moving from a Unix-based platform with flat files. “The technology was out-of-date and we wanted to develop new applications on the Windows platform,” says Per Arne Strømø, IT Manager at DeepOcean.

The company’s computer fleet is composed of more than 25 percent portable computers, supporting its travelling sales force, as well as engineers that travel between onshore and offshore vessels. These employees connected to the corporate network with a virtual private network (VPN) solution; however, employees struggled with connectivity problems and were often unable to access resources while on the road. Also, DeepOcean did not have a hard drive encryption solution. Although the company has never had a

security incident as a result of a lost or stolen computer, it wanted to be more proactive in its approach to IT security.

Atea as a deployment partner

In an effort to enhance IT security and deliver easy-to-use, reliable access to its network for mobile employees, DeepOcean decided to migrate to the Windows 7 operating system with Atea as an obvious partner with strong knowledge and a tight relationship with important suppliers. At the same time, the company is upgrading to Microsoft Office Professional Plus 2007 and Windows Internet Explorer® 8 Internet browser. Atea is managing the whole Microsoft Enterprise Agreement for DeepOcean.

Teamed with Microsoft Gold Certified Partner Atea, DeepOcean started its migration with a pilot deployment to 20 employees in May 2009. It chose employees from a variety of roles in departments across the company, including engineering, sales and marketing, and finance, in order to collect comprehensive user feedback. The company implement Windows 7 to 200 employees by the end of 2009 and will continued the migration enterprise wide through 2010.



- a joint project between
Atea and Microsoft



DeepOcean used Windows Deployment Services for automated, unattended deployment for its initial pilot. The company plans to upgrade to Microsoft System Center Configuration Manager 2007 Service Pack 2, using Zero Touch deployment for its companywide migration. It will use System Center Configuration Manager to manage its client and server environments.

To address security concerns, the company is implementing BitLocker™ drive encryption for enhanced security in the event of a lost or stolen laptop. DeepOcean also intend to use DirectAccess for its onshore computers, providing seamless connectivity for mobile employees. DirectAccess is a feature in Windows 7 that, when combined with Windows Server 2008 R2, enables users to connect to the corporate network with any Internet connection. DeepOcean is also evaluating BranchCache™ in Windows 7 and Windows Server 2008 R2 to help improve application response time and reduce network bandwidth at offshore vessels.

Benefits

As a result of upgrading to Windows 7, DeepOcean benefits from easier IT management, enhanced security, and improved employee productivity.

Easier IT-management

“By implementing DirectAccess, we are enabling users to connect to the corporate network more easily without having to call our support desk to troubleshoot,” explains Strømø. DeepOcean uses DirectAccess to better manage remote computers. With bi-directional connectivity, IT administrators can manage remote computers any time a remote PC gets connected to the Internet by performing tasks such as installing software updates.

Improved Employee Productivity

DeepOcean has seen a dramatic improvement with logon times as a result of upgrading to Windows 7, helping to improve employee productivity. In addition, users have offered positive comments about the user interface. “Employees love the improvements to the interface, which is more intuitive and helps shave valuable seconds off of common tasks,” explains Per Ove Sandhåland, IT Technician at DeepOcean. “Even employees who use Macintosh computers at home are thrilled with Windows 7.”



Facts about DeepOcean:

DeepOcean is a recognized market leader in the provision of high quality services within Inspection, Maintenance & Repair, Survey and Construction Support and Subsea Decommissioning. DeepOcean operates in the oil, gas, and energy industry worldwide.

DeepOcean is the Subsea Division of the Trico Marine Group, a global provider of Vessels, Services and Engineering for the offshore energy and subsea services market. Trico Marine (“TRMA”) is traded on the NASDAQ.

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